

Performance Improvement Plan

Target Area	Performance Concern	Expected Standard of Performance	Agreed Improvement Actions	Support	Review Date	Review Notes	Date to Achieve Expected Standard
Ex: Organizational skills- difficulty organizing workload on a daily basis	Ex. Two deadlines missed on 2/4 and 3/6 and complaint received from other departments on 5/7.	Ex. To effectively manage workload on a daily basis, meet deadlines efficiently, prioritize tasks and respond to emails in a timely manner. Measured by management observation of performance of tasks.	Ex. Operate daily "To-Do" check list and a diary. To respond to emails received within 2 working days.	Ex. Training in Outlook task lists and calendar To shadow colleague X in prioritizing her daily tasks	Ex. To be reviewed in 4 weeks (insert date)	Ex. Outlook training completed on (date), daily to-do lists being written. Responding to emails faster, but further improvement needed. Work shadowing will continue. Review in 2 weeks.	Ex. Standard expected to be achieved within 8 weeks (insert date).

Additional Notes:

This action plan has been agreed by:	Signature	Date
Manager:		
Volunteer/Staff:		